Tech Mahindra Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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8 pages

Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan Services RFPs

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Tech Mahindra began its M&L business in 2016 with the acquisition of Target Group. Target was acquired to augment its BFSI BPaaS capabilities. Target's focus was on clients in the U.K., and it had 740 employees, £51m in revenues (2015), and a proprietary platform for servicing loans, assets, and insurance. Target's proprietary platform included M&L processing functionality, including digital capabilities. Target's M&L BPS business represented ~40% of its revenues. Today, Tech Mahindra provides services to ~50 banks in North America and Europe.

Since 2016, Tech Mahindra has grown its M&L services capabilities with additional acquisitions which support digital transformation including:

- DynaCommerce (2019): provider of omnichannel customer experience solutions

- Born Group (2019): provider of omnichannel customer experience consulting and agency services.

Scope of the Report

The report provides a comprehensive and objective analysis of transformation of mortgage and loan services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments

- Analysis of the company's strengths, weaknesses and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's offerings and key service components

- Analysis of the company's delivery organization including the location of delivery locations.

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Mortgage and Loan Services Vendor Assessments Also Available for:

Capgemini

Capita

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